

CLAIMS

1. A method of receiving help at a mobile terminal comprising the steps of:
- detecting a help trigger event at the mobile terminal;
 - formulating a help request, said help request comprising context sensitive
 - 5 data associated with a current status of the mobile terminal;
 - sending said help request from the mobile terminal to a remote help server
 - via an RF link; and
 - receiving help information from said remote help server at the mobile
 - terminal, said help information being based on said context sensitive data.
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2. The method of claim 1, wherein the step of detecting the help trigger event at the mobile terminal is selected from the group consisting essentially of receiving the help trigger event via a function key, and receiving the help trigger event via a
- 15 voice command.
3. The method of claim 1, wherein the step of formulating a help request to said detecting said trigger event comprises determining an application that is active within the mobile terminal.
- 20 4. The method of claim 3, comprising determining the application most recently accessed by a user.

5. The method of claim 3, further comprising determining an application state of the application.

6. The method of claim 3, comprising determining improper activities.

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7. The method of claim 1, wherein the context sensitive data is selected from the group consisting essentially of language, model number, and software version.

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8. The method of claim 1, wherein the context specific information of the help request is obtained prior to the time the help request is received.

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9. The method of claim 1, wherein the step of formulating the help request occurs after the help request is received.

10. A method of receiving information at a mobile terminal, the method comprising the steps of:

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receiving a request for help regarding an application running on a mobile terminal;

gathering context specific data regarding the application;

20 sending the context specific data to a help server via an RF link; and

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receiving a help response from the help server, the help response being based on the context specific data.

11. The method of claim 10, wherein the step of gathering context specific data regarding the application is performed prior to the time the request is received.

5 12. The method of claim 10, wherein the step of gathering context specific data regarding the application is performed after the request is received.

13. The method of claim 10, wherein the context specific data regarding the application is obtained from an activity log maintained at the mobile terminal.

10 14. The method of claim 10, wherein the step of sending the context specific data to the help server comprises accessing the help server through a gateway.

15 15. The method of claim 10, wherein at least a portion of the context specific data is selected from the group consisting essentially of a language, model number, and software version.

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16. A method of accessing specific data at a mobile terminal from a remote user's manual accessed via an RF link through a help server, the method comprising the steps of:

receiving a help request at the mobile terminal from a user, the help
5 request being directed to a specific aspect of the mobile terminal;
collecting context specific data regarding the specific aspect of the mobile
terminal;
based on the context sensitive data, accessing help information at the
help server from a specific section of the user's manual; and
10 communicating the help information to the user.

17. The method of claim 16, wherein the specific aspect of the mobile terminal is an application stored within memory.

18. The method of claim 17, wherein the context specific data is stored within memory.

19. A method of retrieving higher-level information from a remote help server having a plurality of information levels, said method comprising the steps of:

receiving a request for help at the mobile terminal;
20 formulating a help request, said help request comprising context sensitive data associated with a current status of the mobile terminal;

an RF link, and

receiving at the mobile terminal higher-level help information accessed

from a higher information level at said remote help server, said higher-level help

5 information being based on said context sensitive data.

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1. The first step is to identify the key components of the system. This involves understanding the hardware, software, and data involved.